Sun Slots

VACANCY ADVICE
TECHNICAL SUPPORT AGENT (DISABLED)
REF: TSA-SSS-MAR02

Sun Slots Shared Services (Pty) Ltd would like to recruit a Cape Town based Technical Support Agent in their Technical Support Department with previous Technical Call Centre experience. This position reports to the Gaming Technical Support Manager.

RESPONSIBILITIES OF THE POSITION INCLUDE BUT ARE NOT LIMITED TO

- Call Management (Escalation/notification).
- Apply technical knowledge of the LPMs when resolving queries efficiently.
- Develop and maintain effective relationship with internal and external clients as well as to ensure that dispute resolution is performed timeously.
- Ensuring compliance to internal and external Policies and Procedures and Regulations with all related Regulatory Authorities.
- Apply knowledge of Central Electronic Monitoring System ("CEMS") effectively.
- Good customer service by understanding customer expectations and dealing with their concerns time-ously.
- Ensuring that all administrative functions are completed accurately and timeously.

QUALIFICATIONS, EXPERIENCE, SKILLS AND KNOWLEDGE REQUIRED

- Grade 12.
- English, Afrikaans with a third language would be advantageous.
- Technical troubleshooting experience.
- The ability:
  - To focus on results through customer focus, managing work and planning and organising
  - To express potential through adaptability, initiating action, work standards, innovation and stress tolerance.
  - To interact effectively through communication, building customer loyalty and trust, managing conflict, negotiation and gaining commitment.
  - Ability to communicate verbally and in writing with all levels of management, customers and third-party service providers
  - To achieve goals by contributing to team success and follow up.

Interested parties should email a detailed CV to recruit@sunslots.co.za by close of business on Thursday, 15 March 2018, with the **REF:CODE** above as the subject line.

Sun Slots strives to be an equal opportunity company and preference will be given to candidates who meet our EE requirements